



Memorandum

June 26, 2011



Re: Review of Accommodation Requests

Dear [REDACTED]

The purpose of this letter is to summarize the process and the agreements we have made regarding your request for accommodations in the workplace.

We met on March 25, along with [REDACTED] (Manager, Environmental Services) to discuss your request to wear earphones while working. You explained that you experienced chronic pain due to traumatic events in the past. The headphones assisted in distracting you from that pain while at work. In addition, you requested that you be allowed to wear hospital scrubs versus the required departmental uniform. You communicated that the uniform was heavy, which caused you to sweat profusely and subsequently you would develop a skin rash. I explained that when we review an employees' request for an accommodation we generally seek information for the employees' treating physician.

Subsequent to our meeting, you provided a letter from your physician dated March 24. The letter outlined four requests. We took some time to review the requests and decided we needed some additional information because two of the requests were new and we were not confident we would be able to accommodate the request as stated. In an effort to gain a better understanding of the accommodation requests and to explore alternatives in the event we were not able to meet the stated request, we agreed to have a conference call with your physician.

On May 25, you, me, [REDACTED] and Dr. [REDACTED] had a discussion via conference call. The conference call was insightful in deepening our understanding of the reasons and need for the accommodations. The discussion was also helpful in exploring alternative options with Dr. [REDACTED] which we could support your request for accommodation and still meet the needs of the department.

We agreed that we could make the following accommodations:

- While working, you may wear earphones to listen to music, the news, etc. as it helps to distract you from the chronic pain you experience. We expect that you listen to subject matter that adheres to [REDACTED] Hospital's policies and procedures. We request that the volume be maintained at a level that only you can hear and that you be cognizant of your surroundings so the earphones do not distract you from conducting your duties in a safe manner. We expect that you will make an extra effort to make yourself approachable by removing your earphones when someone walks or looks in your direction to ask a question or seek assistance.
- You may utilize the trash barrel written in Dr. [REDACTED]'s letter.
- You may wear hospital scrubs on a temporary basis. The departmental uniforms current material blend is 65% polyester and 35% cotton. The hospital scrubs are 55% cotton and 45% polyester. We are exploring the feasibility of having departmental uniforms made in the same blend as the hospital scrubs. If we are successful, we would expect you to wear the custom uniform moving forward.



- We cannot allow you to substitute the string mop in the hospital areas that you're required to use the microfiber pad mop. The microfiber pad mop is more efficient in terms of work flow and critical to meeting the hospital's infection control standards. You agreed to use the microfiber pad mop but expressed concern that you were not able to obtain the same level of cleanliness in the small/tight corners of bathrooms versus when you utilized the string mop. Your reasoning was that the string mop provided you more support/leverage when you pushed off from it. You described that the string mop has a sturdier handle than the microfiber pad mop. You made some suggestions to [REDACTED] about how the latter mop may provide more stability. [REDACTED] agreed to seek more information. I recommended that you consider undergoing an ergonomic assessment; the ergonomic assessor may have some tips/suggestions regarding how you hold and operate the microfiber pad mop. A representative from Human Resources or Employee Health will reach out to you in the near future to set-up the assessment.

We will make these accommodations for the next 90-days. After 90-days we will re-evaluate our ability to continue to provide the accommodations. If everything is going well, we will re-evaluate the need every 180-days. If at some point it becomes a hardship to accommodate your requests we will meet and discuss options and alternatives that are reasonable and that we are able to make in order to help you meet the critical functions of your position.

[REDACTED] thank you for being cooperative and forthright in our discussions. I appreciate your candor and professionalism. If you have any questions about the contents of this letter, please feel free to discuss them with [REDACTED] or me. I may be reached at [REDACTED]

[REDACTED]

Senior Employee Relations Specialist

CC: [REDACTED]